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ILLINOIS COMMERCE COMMISSION

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CHIEF CLERK'S OFFICE

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 02-0705

ORIGINAL

Regarding a complaint by (Person making the complaint): Dorothy Green
Against (Utility name): Peoples Gas
As to (Reason for complaint) Peoples Gas has transferred \$3,350.86 to my gas bill for a service that is not mine. In 1999, people Gas called me regarding a \$3,000 plus bill for 4735 S. Forrestville for a couple months in 1999. I informed them that I did not have service at that address long enough to incur that type of bill.
in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1423 S. Prairie Ave., Chicago, IL 60605
The service address that I am complaining about is 4735 S. Forrestville, Chicago, IL 60615
My home telephone is [312] 945-0108
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 945-0108
(Full name of utility company) People Gas Co. (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

See attached information

Please clearly state what you want the Commission to do in this case:

*A cancellation of the \$528 claim transfer from 5214 S. Morgan and
an adjustment of the \$2,822.26 Claim transfer from 4735 S. Forrestville.*

Date: 10-29-02
(Month, day, year)

Complainant's Signature *Lorothy F. Green*

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, *[Signature]*, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) *[Signature]*

Subscribed and sworn/affirmed to before me on (month, day, year) 10-29-02

[Signature]
Notary Public, Illinois

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

1. We were initially told that the amount transferred to my home account was for a property that I purchased in 1996, 4735 S. Forrestville. During the rehab period, my contractor called Peoples Gas to have meter racks installed for the 4 apartments in the property. He worked with a field supervisor name Gary. They ran a new line from the street into the building and installed four meter racks and one meter for the first floor which was apparently in my name. This service was only used for a couple months. According to the gas company, the service was in my name December 1996 to July 1997. Even if this service had been used, we had a maximum of three months heating period. The billing far exceeds what the maximum should have been. When the bill of \$3,334.52 was transferred to my home account, we talked to a representative from the gas company name Jeff at 312-240-7352 on July 2, 2002, and was told that this was transferred from a 1997 bill at 4735 S. Forrestville, account 4500005595430. After filing a complaint with the Commerce Commission, I received a letter on 9/3/02 from Ms. S. B. Johnson who informed me that \$528.60 was transferred from 5214 S. Morgan and that \$2,822.26 was transferred from 4735 S. Forrestville. In 1997, I did not have gas service at 5214 S. Morgan.
2. In talking to the representative from Peoples Gas Company, we were told that \$528 was transferred from 5214 S. Morgan. We have been given three different dates over a period of two years by Peoples Gas and each time we challenged the dates, the representative would come back with a different date. During this same time, the service at 5214 S. Morgan remained in the name of Dorothy Green through 2002.